

FAQ About Your New Red Wright Express Fuel Card

Where can the card be used?

The new red state fuel card has the same Wright Express affiliation as the previous cards have had. This means that the card is accepted at locations that you are already familiar with and any other vendor displaying the WEX logo. The new card may also be used at state owned facilities that have been converted to accept the new cards. (Site conversions should be completed by September 30, 2002.) A site directory is available on line at <http://www.wrightexpress.com/wex/merc.html>.

What may be purchased with the new fuel card?

The new state fuel card may be used to purchase fuel, car washes, oil, and fluids up to *predesignated* limits for state owned vehicles. (*Refer questions about your limit to your agency fuel card administrator.*)

Who can use the new cards?

Any state employee or contract worker having a valid PIN (Personal Identification Number) may use the card. A valid PIN is mandatory for card use!!!

What is my PIN?

Your PIN is composed of the number (7), and the last five (5) digits of your Social Security number, (7+#####). **Never give other co-workers your PIN!!!** Your PIN identifies you as making a purchase with the fuel card.

What do I do if my card is rejected?

There are two 24-hour customer service numbers located on the back of the card for problem resolution. The customer service representative should be able to let you know why the card was rejected. If the customer service representative is unable to provide manual authorization for the purchase, the driver must pay for the purchase and request reimbursement from their agency. Please inform your agency fuel card administrator of the rejection to avoid future problems.

What do I do if the card is lost, stolen or damaged?

Notify your supervisor immediately, along with your Agency Fuel Card Administrator.

Is the price of fuel different at each fueling facility?

No! The State has secured a prearranged price for self service fuel purchased with this new card. The price is the same regardless of pump prices shown. This means that state employees should never deviate from their route to obtain fuel for state owned vehicles.

Important notes

- State fuel cards are to be used only for the purchase of fuel/petroleum products, car washes, and emergency repairs as explained in the user instructions. (**Keep Receipts**)
- Items such as drinks, food, or other items of a personal nature may **not** be purchased with the State fuel card. Any unauthorized purchase will be reported to your agency and to State Fleet Management within 72 hours. **Do not** purchase fuel from full-service pumps. This is considered an unauthorized purchase.
- Only your Agency Fuel Card Administrator may order replacement cards in the event the card is lost, stolen, or does not work properly.

INSTRUCTIONS FOR USING NEW STATE FUEL CARDS

WRIGHT EXPRESS - (WEX)

Fueling Procedures

1. When choosing a fuel facility, ensure that it will accept the Wright Express Card first. (Look for Wright Express logo, usually displayed on a sign or on a decal placed either directly on the pumps or in the window of the facility.)
2. Pull vehicle up to appropriate **self-service** fuel pump, regular fuel only.
3. Check the vehicle odometer reading. You will be prompted to enter this number. (**Use mileage without tenths.**)
4. A) If the facility has “pay at the pump” dispensers, insert your card into the card reader as shown on the pump. Follow the instructions as prompted by the computer screen. You will be asked to enter your 6 digit PIN (the number 7 and the last five of your social security #) and the odometer reading.
B) If the facility you choose does not have the “pay at the pump” dispensers, simply pump your fuel then present the cashier the fuel card to pay for the purchase. The cashier may be prompted to hand you a *PIN Pad* for you to enter your PIN and the odometer reading. If the cashier does not offer you a *PIN Pad*, that facility may not have the level of automation required to capture odometer and PIN data. In cases where the cashier is prompted for a PIN, but a *PIN Pad* is not available, you may be required to give the cashier your PIN. Most facilities should have these levels of automation.

IMPORTANT NOTE: Always obtain a receipt for purchases made at commercial facilities. These receipts should be retained by each agency with the vehicle trip logs and are subject to audit. Purchases made at state owned facilities do not require a receipt.

Emergency Repair Procedures (For emergencies occurring after normal business hours)

Emergency repairs: Defined as those repairs that cannot be anticipated and requiring immediate attention during **holidays, weekends, or after normal duty hours**, when State Fleet Management is closed.

1. Locate a vendor that accepts the card, and can make the required repairs up to the available limit on your card. **Important Note: For repairs that cost beyond your available daily limit wait until next business day to have repairs made using the State Commercial Vendor Repair Program at 1-800-277-3686, or procedures designated by your agency.**
2. Have repairs made.
3. Use card to pay for repairs.
4. After the repair authorization is completed, obtain an itemized receipt and give it your agency fuel card coordinator.

Important: Any expenditure for routine maintenance other than car washes is not allowed. Exception reports detailing unauthorized purchases will be reported to your Agency within 72 hours of the purchase. The card may not be used for oil changes or any other maintenance that can be scheduled and planned for!

